

Attachment 1

Performance Requirements Summary

**PERFORMANCE REQUIREMENTS SUMMARY
FOR FIRST QUARTER OF CONTRACT PERFORMANCE (PHASE-IN PERIOD)**

REQUIRED SERVICE	STANDARD	MAXIMUM ERROR RATE (MER) or PERFORMANCE REQUIREMENT (PR)	METHOD OF SURVEILLANCE	MAXIMUM PAYMENT PERCENT FOR MEETING THE PR
(RS-1) Safe, Orderly and Efficient Traffic Management on Bus Level Section 5.2.1	No reportable (as specified in Section 5.6.4 (1)) incidents on the bus level that cause property damage, vehicle damage, or personal injury, and that are within the Contractor's ability to prevent.	MER = 2 Incidents per Month that were Within the Contractor's Control	100% Inspection of Daily Journal 5.6.4 (1) Statistical Random Physical Inspections Customer Complaint	_____ % of the Traffic Management Line Item
(RS-2) Safe, Orderly and Efficient Traffic Management on the Auto Levels Section 5.3.1	Fee collection operations shall not create traffic congestion entering or exiting the Parking Garage. Traffic shall not block bus level entrance.	MER = 10% of Operating Hours have Traffic Congestion	Statistical Random Physical Inspections Customer Complaint	_____ % of the Traffic Management Line Item
(RS-3) Collect Fees in Accordance with Government Policy on Bus and Auto Levels Sections 5.2.2, 5.3.2, 5.4.1	Fees collected shall equal fees due for the month in accordance with the Hoover Dam Parking Fee Policy (no overages or shortages). Daily overages or shortages shall not exceed \$20.00.	PR = 100% of Fees Due Collected MER = 0%	100% Inspection of Daily Reports, Daily Journals, and Monthly Reports required by 5.4.2. Periodic Physical Inspections	_____ % of the Financial Management Line Item
(RS-4) Remit Fees Collected to the Government Section 5.4.1	All fees collected shall be remitted to the Government in accordance with Section 5.4	MER = 1 Day's Fees Remitted 1 Day Late	100% Inspection of Daily Reports required by 5.4.2.1 Periodic Physical Inspections	_____ % of the Financial Management Line Item

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FOR FIRST QUARTER OF CONTRACT PERFORMANCE (PHASE-IN PERIOD)**

REQUIRED SERVICE	STANDARD	MAXIMUM ERROR RATE (MER) or PERFORMANCE REQUIREMENT (PR)	METHOD OF SURVEILLANCE	MAXIMUM PAYMENT PERCENT FOR MEETING THE PR
(RS-5) Maintain Complete and Accurate Financial Records Section 5.4.2	Financial records shall equal revenues remitted to the Government and shall be in accordance with Generally Accepted Accounting Procedures.	PR = 100% of Records Submitted are Complete and Accurate. MER = Any Deficiencies Found Are Corrected within 3 Calendar Days.	100% Inspection	_____ % of the Financial Management Line Item
(RS-6) Submit Complete and Accurate Financial Records when Due Section 5.4.2	Daily, Monthly, Quarterly and Annual Reports shall be submitted in accordance with Section 5.4.2.	MER = 3 Late Report-Days per Month	100% Inspection of Required Reports	_____ % of the Financial Management Line Item
(RS-7) Communicating Emergencies, Accidents, Injuries, Illness, Property Damage, Inoperable or Faulty Equipment or Facilities, Hazardous Materials Spills, Fires and any other Unsafe/Hazardous Conditions in the Parking Garage Sections 5.5 and 5.6.	These types of incidents shall be communicated to the appropriate Government Official, within the time frames specified, in accordance with Sections 5.5 and 5.6	MER = 2 Uncommunicated Incidents	100% Inspection of Daily Journal required by 5.6.4 (1) and of Hoover Dam's Control Room, Lead Guide, Safety Office, First Aid and Security Logs Customer Complaint	_____ % of the Safety, Security and Communications Line Item
(RS-8) Logging Emergencies, Accidents, Injuries, Illness, Property Damage, Inoperable or Faulty Equipment or Facilities, Hazardous Materials Spills, Fires and any other Unsafe/Hazardous Conditions in the Parking Garage Sections 5.5 and 5.6.	These types of incidents shall be logged in the daily journal and required reports shall be accurately completed, within the time frames specified, in accordance with Sections 5.5 and 5.6	MER = 2 Incidents do not have all required reports and logs completed in accordance with 5.5 and 5.6	100% Inspection of Daily Journal required by 5.6.4 (1) and verification of report completion by Hoover Dam's Control Room, Safety Office, First Aid and Security Groups Customer Complaint	_____ % of the Safety, Security and Communications Line Item

**PERFORMANCE REQUIREMENTS SUMMARY
FOR SECOND AND SUBSEQUENT QUARTERS OF CONTRACT PERFORMANCE**

REQUIRED SERVICE	STANDARD	MAXIMUM ERROR RATE (MER) or PERFORMANCE REQUIREMENT (PR)	METHOD OF SURVEILLANCE	MAXIMUM PAYMENT PERCENT FOR MEETING THE PR
(RS-1) Safe, Orderly and Efficient Traffic Management on Bus Level Section 5.2.1	No reportable (as specified in Section 5.6.4 (1)) incidents on the bus level that cause property damage, vehicle damage, or personal injury, and that are within the Contractor's ability to prevent.	MER = 1 Incident per Month that was Within the Contractor's Control	100% Inspection of Daily Journal 5.6.4 (1) Statistical Random Physical Inspections Customer Complaint	_____ % of the Traffic Management Line Item
(RS-2) Safe, Orderly and Efficient Traffic Management on the Auto Levels Section 5.3.1	Fee collection operations shall not create traffic congestion entering or exiting the Parking Garage. Traffic shall not block bus level entrance.	MER = 5% of Operating Hours have Traffic Congestion	Statistical Random Physical Inspections Customer Complaint	_____ % of the Traffic Management Line Item
(RS-3) Collect Fees in Accordance with Government Policy on Bus and Auto Levels Sections 5.2.2, 5.3.2, 5.4.1	Fees collected shall equal fees due for the month in accordance with the Hoover Dam Parking Fee Policy (no overages or shortages). Daily overages or shortages shall not exceed \$20.00.	PR = 100% of Fees Due Collected MER = 0%	100% Inspection of Daily Reports, Daily Journals, and Monthly Reports required by 5.4.2. Periodic Physical Inspections	_____ % of the Financial Management Line Item
(RS-4) Remit Fees Collected to the Government Section 5.4.1	All fees collected shall be remitted to the Government in accordance with Section 5.4	MER = 1 Day's Fees Remitted 1 Day Late	100% Inspection of Daily Reports required by 5.4.2.1 Periodic Physical Inspections	_____ % of the Financial Management Line Item

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FOR SECOND AND SUBSEQUENT QUARTERS OF CONTRACT PERFORMANCE**

REQUIRED SERVICE	STANDARD	MAXIMUM ERROR RATE (MER) or PERFORMANCE REQUIREMENT (PR)	METHOD OF SURVEILLANCE	MAXIMUM PAYMENT PERCENT FOR MEETING THE PR
(RS-5) Maintain Complete and Accurate Financial Records Section 5.4.2	Financial records shall equal revenues remitted to the Government and shall be in accordance with Generally Accepted Accounting Procedures.	PR = 100% of Records Submitted are Complete and Accurate. MER = Any Deficiencies Found Are Corrected within 3 Calendar Days.	100% Inspection	_____ % of the Financial Management Line Item
(RS-6) Submit Complete and Accurate Financial Records when Due Section 5.4.2	Daily, Monthly, Quarterly and Annual Reports shall be submitted in accordance with Section 5.4.2.	MER = 3 Late Report-Days per Month	100% Inspection of Required Reports	_____ % of the Financial Management Line Item
(RS-7) Communicating Emergencies, Accidents, Injuries, Illness, Property Damage, Inoperable or Faulty Equipment or Facilities, Hazardous Materials Spills, Fires and any other Unsafe/Hazardous Conditions in the Parking Garage Sections 5.5 and 5.6.	These types of incidents shall be communicated to the appropriate Government Official, within the time frames specified, in accordance with Sections 5.5 and 5.6	MER = 1 Uncommunicated Incident	100% Inspection of Daily Journal required by 5.6.4 (1) and of Hoover Dam's Control Room, Lead Guide, Safety Office, First Aid and Security Logs Customer Complaint	_____ % of the Safety, Security and Communications Line Item
(RS-8) Logging Emergencies, Accidents, Injuries, Illness, Property Damage, Inoperable or Faulty Equipment or Facilities, Hazardous Materials Spills, Fires and any other Unsafe/Hazardous Conditions in the Parking Garage Sections 5.5 and 5.6.	These types of incidents shall be logged in the daily journal and required reports shall be accurately completed, within the time frames specified, in accordance with Sections 5.5 and 5.6	PR = All Reports Submitted Accurately and Completely within Time Frames Specified. MER = Any Deficient Reports must be Corrected within 3 Calendar Days.	100% Inspection of Daily Journal required by 5.6.4 (1) and verification of report completion by Hoover Dam's Control Room, Safety Office, First Aid and Security Groups Customer Complaint	_____ % of the Safety, Security and Communications Line Item